

Village of Northbrook

REQUEST FOR PROPOSALS (RFP)

November 17, 2023

Residential Solid Waste Removal Services RFP

Section 1: Introduction and Background

Introduction.

The Village of Northbrook (“the Village”) is soliciting proposals from qualified respondents to provide a minimum of once-a-week refuse, recycling, yard-waste and composting for approximately 12,000 residential single-family and qualified multi-family households with separate and individual collection of waste located throughout the Village. The Village’s goal is to partner with a qualified respondent to provide a comprehensive suite of collection services that offer the best value to the residents of Northbrook. The Village is seeking a partner that will provide a high-level of customer service and satisfaction for the Village and its residents.

Specifically, the Village is looking for a Respondent that will partner with the Village on relevant provisions of the [Climate Action Plan](#) and expand the suite of services available to residents allowing them to sustainably divert more material from landfills and be greater stewards of the environment.

The selection of a Respondent is subject to the ability to negotiate and enter into a contract acceptable to the Village.

The Village’s desired outcomes:

- High-level of customer service and satisfaction
- Proper collection, hauling, and disposal of various waste streams
- Increased diversion rate of materials from landfills
- Increased resident education for compliance with program requirements
- Ability to add new service offerings that align with the Village’s sustainability efforts

The selection of a Respondent will occur as a result of a thorough process. After a review of the RFP respondents' qualifications by the Village's Project Team, a short list will be created, and those Respondents may be required to make a presentation detailing their qualifications and offerings to staff. Staff will then present a recommendation to the Board for final approval. The Management Analyst in the Village Manager's Office will serve as the Village's main point of contact for the project.

All proposals are to be submitted in a sealed envelope entitled "Refuse and Recycling Proposal for the Village of Northbrook" and shall be addressed to Sam Reiss, Management Analyst, and dropped off at the Village Manager's Office, 1225 Cedar Lane, Northbrook, IL 60062, **no later than 4:30pm CST on Friday December 22, 2023**. Proposals will not be accepted at any other location. Submit four (4) written copies of the proposal and submit one (1) electronic copy. Electronic copies should be emailed to sam.reiss@northbrook.il.us **no later than 4:30pm CST on Friday December 22, 2023**.

Community Overview.

The Village of Northbrook is a thriving, progressive community located just 25 miles north of Chicago. Northbrook is a suburban community with a population of 35,222 and home to a large retail and industrial base. It is a prosperous village with a small-town feel. The community was incorporated in 1901 as the Village of Shermerville. A family-oriented community, residents enjoy a variety of events and recreational opportunities, a newly remodeled library, award-winning parks and natural areas, five highly ranked school districts, religious diversity, dining and retail choices, and high-quality municipal services. Northbrook has a diverse blend of rich history and strong civic-minded leadership.

The Village is a home rule municipality and operates under the Council/Manager form of government where by the Village President and Board of Trustees act as the governing body of the Village setting policy goals and direction. Day-to-day management and operation of Village business is conducted by a professional Village Manager. The Village Manager is the Chief Operating Officer of the Village and is appointed by the Village President and the Board of Trustees and serves at their pleasure.

Current Contract and Services.

The Village's current six-year solid waste contract expires in August of 2024. In late 2020, the Village's original service provider, Advanced Disposal, was acquired by Waste Management. In October 2021, an amendment was executed to reflect the operational changes regarding collections that came into effect following the above-mentioned acquisition. A copy of the current contract can be found [here](#).

While the current contract as summarized below is important to understand, it was established prior to the adoption of the Village's Climate Action Plan and respondents should be aware of the Village's interest in proposals that reflect an understanding of the Scope of Services stated in this RFP:

The Village's current contract encompasses:

- Solid Waste Collection
- Landscape Waste and Organics Collection
- Recyclable Materials Collection
- Special Collections (holiday trees, special events, white goods, construction waste, bulk items, etc.)
- Twice Monthly Electronics Recycling at the Fleet Maintenance Garage
- Collection at Municipal Properties (see Attachment A for locations)

Encompassing the Solid Waste Collection services are:

- Base Weekly Service
- Optional Twice Weekly Service
- Optional Rear Door Service
- Optional Twice Weekly Rear Door Service
- Hardship Service (Rear Door service at the base service rate)
- Senior Discount

Containers

- Each resident is provided with one refuse and one recycling cart with each resident able to choose a 35 gallon, 65 gallon, or 96 gallon cart. Residents may elect to rent additional containers for a fee.
- Residents with a subscription for organics collection receive year round yard waste pickups with each subscriber able to choose a 35 gallon or 95 gallon cart or their own containers. Regardless of the container option chosen, subscribers can place overflow organics in Kraft-type paper, plastic, or metal containers at no extra charge.

Service Statistics.

The following statistics are provided for informational purposes only and have not been independently audited or verified and are based on waste hauler reports:

Service	Number of Customers
Base Weekly Service	8,784
Optional Twice Weekly (x2)	2,459
Total Rear Door Service	56
Hardship Service	31
Senior Discount	3,037
Yard Waste Subscriptions	428

Municipal Solid Waste Collection	Tonnage (2022)
Trash	10,386.70
Recycle	3,820.46
Yard Waste	865.24

E-Waste	79.35
Yard Waste Stickers	39,300.00

See Attachment A for a map of collection days & location of central business area receptacles.

Section 2: General Scope of Services

The following is a General Scope of Services and other provisions that shall govern the performance of the proposed Work and will be made a part of the Contract. The selected Respondent will provide refuse, recycling, and yard waste/compost collection for approximately 12,000 households beginning on September 1, 2024. All collected items must be disposed at properly licensed and permitted facilities. The Respondent must comply with all applicable federal, state, and local laws, ordinances, rules, and regulations governing the collection, disposal, and processing of all materials.

Anticipated Term of Award.

1. The Village anticipates entering into a contract with a Respondent for a period of five years. An option for an additional five-year extension may be considered.
2. The Project Team's goal is to select a recommended Respondent by March 2024. Staff anticipate placing the contract for Board review and approval in May 2024.

Proposed Project Timeline.

1. The Project Team's goal is to select a recommended Respondent by March 2024. Staff anticipate placing the contract for Board review and approval in May 2024.

DATE	ACTIVITY
Friday, November 17, 2023	RFP posted for public
Friday, December 22, 2023	Deadline for RFP submissions
January – February 2024	Shortlist Vendor Interviews
March – April 2024	Selection and Negotiations of Contract
May 2024	Seek Village Board approval of contract
August 31, 2024	Current Contract Expires

Billing.

1. The selected Respondent shall be solely responsible for all billing and collection of all rates and charges for the work. Selected Respondent shall bill all customers directly.

Required Weekly Services.

1. Curbside collection for refuse. Respondent will provide weekly volume-based collection at each collection stop.
2. Curbside collection for recycling materials. Respondent will provide weekly collection for pick up at each collection stop. Contractor should provide a list of recyclable materials to be accepted.
3. Collection of Bulk Items and White Goods. Respondent shall collect at minimum 2 free Bulk Items per week from each collection stop as part of weekly curbside service. Respondent may require customers to call and arrange a separate pickup for Bulk Items and White Goods over 50 pounds.
4. Collection of Demolition/Construction Debris. Respondent shall collect up to one (1) cubic yard of demolition and construction debris per week as part of the weekly refuse per collection stop.

5. Respondent shall collect, transport, and dispose of all refuse, yard waste, compost and recyclables from defined municipal facilities, institutions, multi-family dwellings and streetscape containers from the locations noted in Attachment A.
6. Respondent shall empty trash and recycling receptacles in the Central Business Area located throughout the downtown area. The Village's expectations are that the Central Business Area containers are emptied, at a minimum, two times a week. Locations of the current receptacles are in Attachment A.

Seasonal/Special Collections.

1. Respondent shall provide weekly collection of yard-waste placed for pick up at each collection stop in accordance with an agreed upon method for collection. Currently, residents participating in the curbside composting program are able to use either their own container or a container provided by resident or in a container provided by waste hauler for Compost/Yard Waste bin and place out unlimited yard waste weekly in paper yard waste bags purchased by resident.

Residents that do not subscribe to the weekly collection of yard-waste can alternatively purchase stickers for placement on paper yard-waste bags purchased by resident.

2. Collection of Holiday Trees and Holiday Greenery. Respondent shall collect unlimited solid waste and recyclable materials from residential customers at no additional cost during any two one-week holiday periods each year free of charge. Respondent agrees to identify a sustainable method of disposal for Christmas trees and other similar holiday greenery.
3. Collection of refuse, recycling, and compost for special events. Respondent agrees to provide the Village with containers as requested by the Village for refuse, recycling, and compost collection during annual special events. These special events include, but are not limited to, Earth Day, Fourth of July, Spring Clean-Up Day, and other Special Event Collections.
4. Provide for, at minimum, regular monthly collection and disposal of electronics materials from all residents.

5. Emergency Collections. Respondent shall perform emergency collections as defined in Section 5.

Required Optional Services Billed Directly to Customers

The Respondent must offer the following optional services (billable directly to customer) or explain why such services are unavailable:

1. Rear Door Service (back-door service)
2. Second weekly refuse pick-up
3. Second weekly recycling pick-up
4. Yard Waste Subscription Service

The Village is also interested in Proposals that incorporate expanded service options which will provide a higher level of service and convenience for residents and the Village especially regarding the disposal of household hazardous waste and electronics.

Optional Services Billed Directly to Customers

The Village is interested in Proposals to incorporate expanded service options which will provide a higher level of service and convenience for residents. These services are not mandatory for the Respondent to include in their Proposal but are desired for consideration by the Village. Expanded service options may include the following:

- a. Household hazardous waste. Respondent may provide customers with the option of at-home collection of hazardous waste materials on a regular basis. All costs will be directly billed to customers.
- b. Electronics. Respondent may provide customers with the option of at-home collection of electronic materials on a regular or scheduled as-needed basis. If Respondent does not offer at-home electronics collection service directly to customers, Respondent shall provide the Village with a dumpster to be located at a mutually agreeable location for the collection and disposal of electronic materials. In the case of the latter, Respondent will then be required to staff a 3-hour electronics recycling collection on a monthly basis at the agreed location. The collection will be on the same day each month (e.g., the first Saturday of the month) mutually agreed upon by the Village and Respondent.

Containers.

1. At minimum, the Respondent, at its cost, shall provide the following sized totes for refuse and recycling: 96-gallon, 64-gallon, and 35-gallon. The Village is interested in alternative bin sizes outlined in Section 3.
2. Additional containers for refuse and recycling shall be available to customers upon request; billed directly from Respondent to the customer.
3. The containers shall include public education information on acceptable types of refuse, recycling, and yard waste/compost for collection; this can include but is not limited to stickers or Quick Response (QR) codes on the containers.
4. The Respondent shall be responsible for repair and/or replacement of damaged, lost, or stolen containers.

Section 3: Climate Action Plan & Sustainability Initiatives

In August 2021, the Village adopted a [Climate Action Plan](#) (CAP) following a community-based planning effort. The CAP outlines a series of action items for sustainability initiatives.

Additionally, in the spring of 2022, the Village partnered with students at Northwestern University to identify possible sustainability initiatives for the next refuse contract. Find more information on the Village's sustainability initiatives [here](#).

The following sustainability items have been identified for solid waste reduction:

- Restructure solid waste rates to incentivize smaller waste bins and quantities and larger recycling and compost bins (WM 2-6).
- Establish a communications campaign to promote and increase the utilization of the curbside compost collection program (WM 3-3).
- Increase waste diversion opportunities by increasing recycling and organics collection bins in public spaces (WM 4-2)
- Develop program to recycle single-use Styrofoam items (WM 4-3).
- Evaluate the benefits of offering an opt-out compost program verses the current opt-in program.
- Offer additional bins sizes to residents possibly including 12, 20, and 45 (which would be additional to the current 35, 64, and 96 gallon options).

Respondents should identify how their proposal incorporates (or does not incorporate) the above items.

Section 4: Staffing & Service Level Expectations

Respondents must provide, at a minimum, the following staffing, equipment, and services levels for this Work:

Staffing Expectations.

- a. Dedicated project management team that includes a manager that provides day-to-day program oversight and communication with Village staff.
- b. Dedicated customer service personnel with knowledge of the Village service offerings that allow them to respond and resolve customer questions and issues via phone and email.

- c. Dedicated field supervisor that provides on-site management including directing route drivers and resolving customer issues in the field.
- d. Drivers are expected to be professional and courteous and hold a valid Illinois driver's license for the class of vehicle being operated with a safe driving record.

Fleet.

- a. All vehicles will clearly display the name of the Respondent, a telephone number, and vehicle identification number.
- b. The Respondent will maintain all vehicles operating within the Village in good working condition, order, and appearance. This includes being free of excessive rust, and clean at the start of each collection day.
- c. All vehicles will be fully enclosed, leak-proof vehicles, operated so that no refuse, recycling, yard waste/compost, or other collected items leak, spill, blow-off, or are discharged from the vehicle. Drain plugs, if available, will be kept sealed, except during collection in rainy weather.

Collection Services.

- a. Collection will occur on a weekly basis, with all collection services at a household occurring on the same day between the hours of 6:30AM and 5:00PM. When a holiday or major natural event (i.e., snow, flooding, excessive heat, tornado) occurs during the week, collection may be shifted by one day following the occurrence, with approval in writing from the Village Manager or their designee. In no case shall collections be allowed on Sunday unless, upon 48-hour prior notice to the requested collection, approval has been given in writing by the Village Manager or their designee.
- b. Each household will be issued a refuse cart and a recycling cart by the Respondent for the collection service in the size chosen by the household.

Customer Service.

- a. The Respondent will include a customer service program to react and respond to resident questions, concerns, and requests for service. The customer service program must inform residents of service alerts. The program must include a website and phone number.

- b. Respondent shall resolve all complaints concerning services within twenty-four (24) hours after it receives notice of such complaint. If a complaint cannot be resolved within that timeframe, the Respondent shall give the Village written notification. The Respondent shall maintain a log of complaints and provide to the Village upon request.

Customer Education.

- a. The Respondent is expected to include a customer education program to proactively educate the residents regarding the contract services. This includes, at a minimum, the development, printing, and distribution to all customers of an annual brochure explaining the Village's solid waste program.
- b. Upon request, the Respondent shall, at its sole expense, also provide and distribute to Village customers educational materials as the Village deems necessary, covering such matters as environmental best practices.
- c. Refuse, recycling, yard waste, and compost totes shall include public education information on acceptable types of refuse, recycling, and yard waste/compost for collection; this can include but is not limited to stickers or Quick Response (QR) codes on the totes.

Monthly Reports.

- a. Respondent shall prepare and submit to the Village a monthly report. Respondent will provide to the Village the type(s) of reporting available in the submitted Proposal.
- b. Respondent shall prepare and submit to the Village a supplemental report, in addition to the monthly report. That details the aggregate weight of Recyclable Materials collected from the Municipal Sites. This report will be provided on a weekly basis for the first month after the Commencement Date and on a quarterly basis thereafter for the duration of this Agreement.

Transition Plan.

- a. An implementation plan showing the process that will be used to transition from the current Hauler (if different) should be included. This will include tasks, schedules, and identify the transition team members. This will include management, operations, and customer service. The plan needs to include a

public education campaign. If the current hauler is selected, a plan to inform residents of any significant changes should be presented.

Section 5: Proposal Requirements

Certain requirements must be met to ensure that adequate information is being offered to the Village of Northbrook for consideration as outlined below. Respondents to this RFP are encouraged to provide any additional information that they believe will enhance their submittal and help the Village evaluate their capability.

Respondent shall include a brief summary of its qualifications to perform the Work described herein. The following sections, at a minimum, must be included in the submission:

Program Overview.

- a. Cover letter describing how your company will achieve outcomes provided in the scope of services.
- b. Provide references from at least five (5) previous or current municipal clients.
- c. Provide a cost Proposal for each element of the required weekly, seasonal / per event, and optional services. Include information on how fees should be structured and billed (including optional and base level fees). Cost information may include contract terms and shall identify proposed annual pricing adjustments.
- d. Describe the Company's process for collecting refuse and recycling for back door service. List of all communities in the Chicago metropolitan area for whom municipally contracted collection services are provided, including the five (5) required for reference.
- e. Describe the plan for properly staffing each route for each collection type.
- f. Describe any changes to the existing routing or scheduling of collections.
- g. Commit to adherence to licensing, permitting, and regulations associated with the proper disposal of each of the different waste streams.

Respondent Qualifications.

- a. Organizational information including corporate structure, number of years in business providing outlined services, and other relevant information.
- b. One-Page overview of how the firm will meet minimum service requirements.
- c. One-Page overview of staff including project manager, customer service staff, and field supervisors should be included.
- d. List of all communities in the Chicago metropolitan area for whom municipally contracted collection services are provided, including the five (5) required for reference.
- e. Proven experience in residential waste hauling experience in similar communities.
- f. Must possess a thorough understanding of the intersection between waste collection and climate change and demonstrate a sincere interest in collaborating with the Village of Northbrook and its residents to divert waste from landfills.
- g. Ability and desire to respond professionally and expeditiously to customer services.

Customer Service and Management.

- a. Describe the approach to interaction with the Village's residents and staff. This includes issue identification and resolution, program education, and proactive communication. This can include use of customer portals, websites, apps, text messaging services, and other innovative educational methods to improve proper disposal of waste.
- b. Describe the process to transition the Village's new program with minimal disruption to the residents and Village staff. This should include schedules, detailed tasks, and key milestones to meet the September 1, 2024, contract start date.
- c. Describe your vision for the communication model between Village staff and your company. This includes field and administrative communications.

- d. Describe the metrics that will be collected and reported to the Village related to the services provided.

Emergency Collection Services.

- a. Localized Emergency Collections. Respondent will, upon request from the Village, perform a special collection from any Customer or Customers of Waste of any and all kinds in emergency circumstances where prompt removal of the Waste is necessary for the preservation of the public health, safety and welfare.
- b. Community-Wide Emergency Collection. In the event of a major weather event, disaster, civil unrest or other unforeseen event, the Village may require the Respondent to conduct a community-wide collection of Waste of any and all kinds from all Customers and Municipal Sites ("Community-Wide Emergency Collection"). The Village may require the Respondent to place roll-off containers at locations throughout the Village during a Community Wide Emergency Collection. The Village will provide Respondent with no less than 24 hours' notice in writing of the need for a Community-Wide Emergency Collection.

Additional Information.

- a. Provide photos or brochures which depict the wheeled toters that Respondent would offer for use if the Village were to choose an alternative involving the lease or purchase by the Village of Respondent containers and provide information regarding the specifications and features of such containers.
- b. Provide any other information Respondent deems necessary to demonstrate that it understands, and can meet, the Village's expectations as to solid waste collection service

Questions.

Management Analyst Sam Reiss will act as the primary contact for this proposal. Firms shall seek clarification of any ambiguity, conflict, omission, or other error in this proposal in writing. Verbal communications do not form any part of this proposal offering. Questions should be addressed to the Management Analyst in writing before December 10, 2023. If

the answer materially affects this process, the information will be issued in an addendum and posted to the Village's website. Written communications should be emailed to sam.reiss@northbrook.il.us.

Inspection of Firm's Plant and Place of Business

The Village of Northbrook, Illinois reserves the right to inspect the Firm's facilities and place of business of any Firm participating in this proposal offering.

Conflicts, Gratuities, and Kickbacks Prohibited

The Village of Northbrook, Illinois prohibits any actual or appearance of conflicts of interests, gratuities, kickbacks, and use of confidential information in all proposal offerings.

Supporting Documentation

Firms are encouraged to submit with their proposal any literature, any terms and conditions, warranty information, and other documentation to support the Firm's compliance with the specifications contained in this proposal package.

Pricing Eligibility and Proposal Retraction

All proposals are required to be offered for a term not less than 90 calendar days in duration from the submission deadline. A proposal may not be modified by a Firm during the 90-day time period following the date designated for the receipt of proposals.

Presentations and Interviews

Presentations and interviews may be required of the proposal finalists as part of the evaluation process. The Village of Northbrook, Illinois will notify one or more of the responsive Firms to make arrangements for the date, time, and place for such a presentation. Firms should expect to spend one to two hours on their presentation and interviews.

Disposition of Proposals

All proposals submitted in response to this RFP become the property of the Village once they are opened. Supporting technical manuals will be returned at the written request of the Firm. One copy of each proposal shall be retained for the official files.

Cost Incurred in Responding

The Village will not pay any costs incurred in the preparation and submission of proposals or in making necessary studies or designs, nor is the Village obligated to enter into a contract.

Prime Firm Responsibilities

If the Firm's response includes goods and services provided by others, the Firm will be required to act as the prime contractor for all such items and must assume full responsibility to the Village for the procurement, delivery, and quality of such goods and services. The Firm will be considered the sole point of contact with regard to all stipulations, including payment of all charges and the meeting of all contractual requirements resulting from this proposal offering if a contract is awarded.

Disqualification of Firms

More than one proposal from an individual, a firm or partnership, a corporation, or an association under the same or different names shall not be considered. Any or all proposals shall be rejected if there is reason for believing that collusion exists among the Firms, and all participants in such collusion shall not be considered in future proposals for the same work. No contract shall be awarded except to competent Firms capable of performing the class of work contemplated.

The Village reserves the right to accept the proposal that is, in its judgment, the best and most favorable to the interests of Village and to the public based on the evaluation factors in this RFP; to reject the low price proposal; to accept any item of any proposal; to reject any and all proposals; and to waive irregularities and informalities in any proposal submitted or in the request for proposal process; provided, however, the waiver of any prior defect or informality shall not be considered a waiver of any future or similar defect or informality. Respondents should not rely upon, or anticipate, such waivers in submitting their proposal.

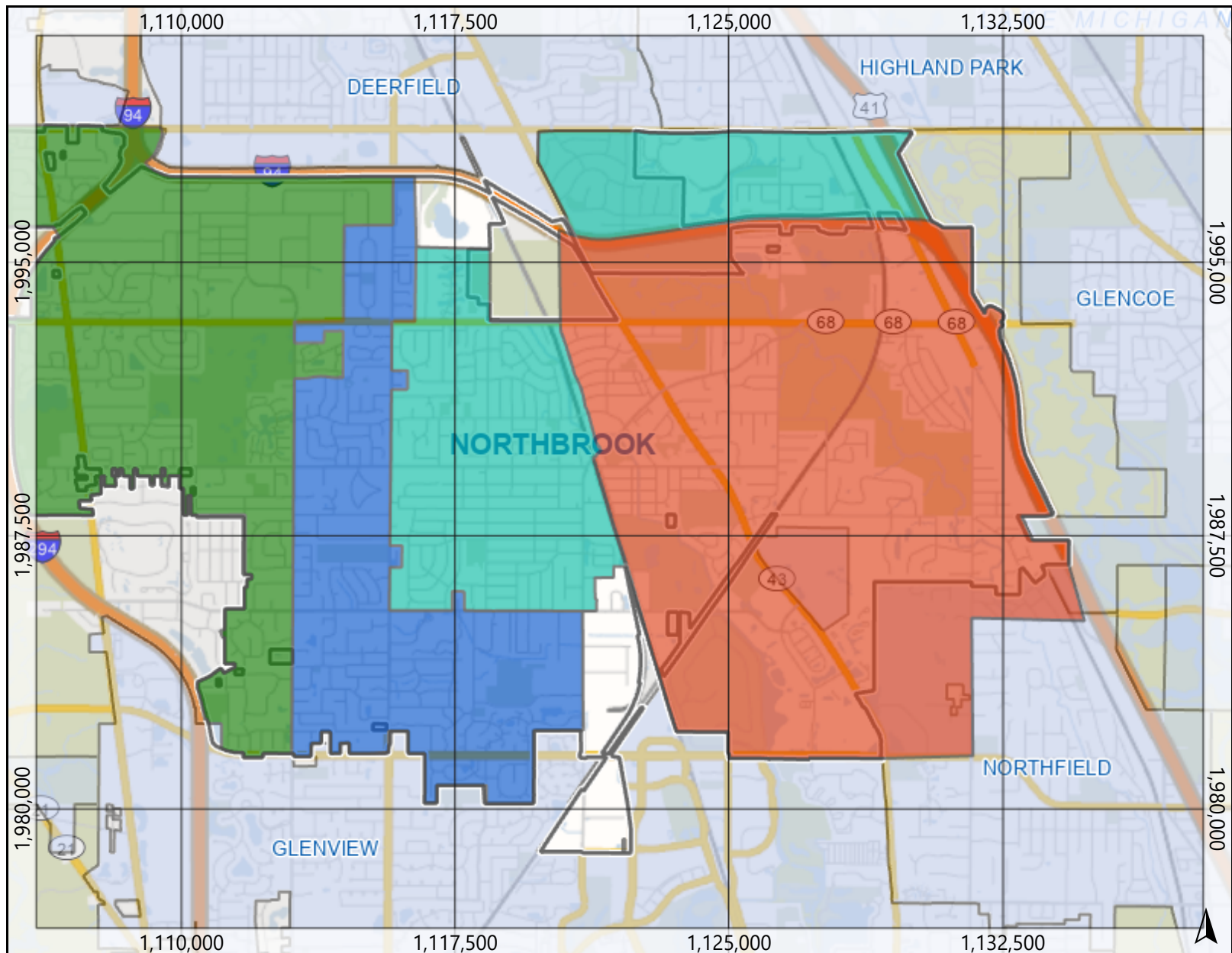
Attachment A: Collection Days, Central Business Area Collection, and Municipal
Collection Sites

Municipal Solid Waste Collection

Franchisee shall collect all Solid Waste from the following municipal buildings and sites:

- A. Village Hall, 1225 Cedar Lane;
- B. Public Safety Building, 1401 Landwehr Road;
- C. Public Works Center 655 Huehl Road;
- D. Fleet Maintenance Garage, 1227 Cedar Lane;
- E. Fire Station No. 11, 740 Dundee Road;
- F. Fire Station No. 10, 650 Huehl Road;
- G. Fire Station No. 12, 1840 Shermer Road;
- H. RED Center, 1842 Shermer Road;
- I. Water Filtration Plant, 750 Dundee Road;
- J. Crestwood Senior Housing, 1000 Waukegan Road;
- K. Metra Train Station, 1340 Shermer Road;
- L. Central central business area receptacles; and
- M. All other Village locations/sites that may hereafter be identified by the Village.

GIS Consortium Northbrook Collection Days

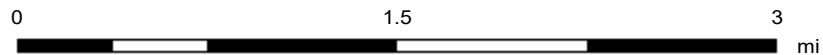


Legend

Refuse and Recycling

Garbage Collection Areas

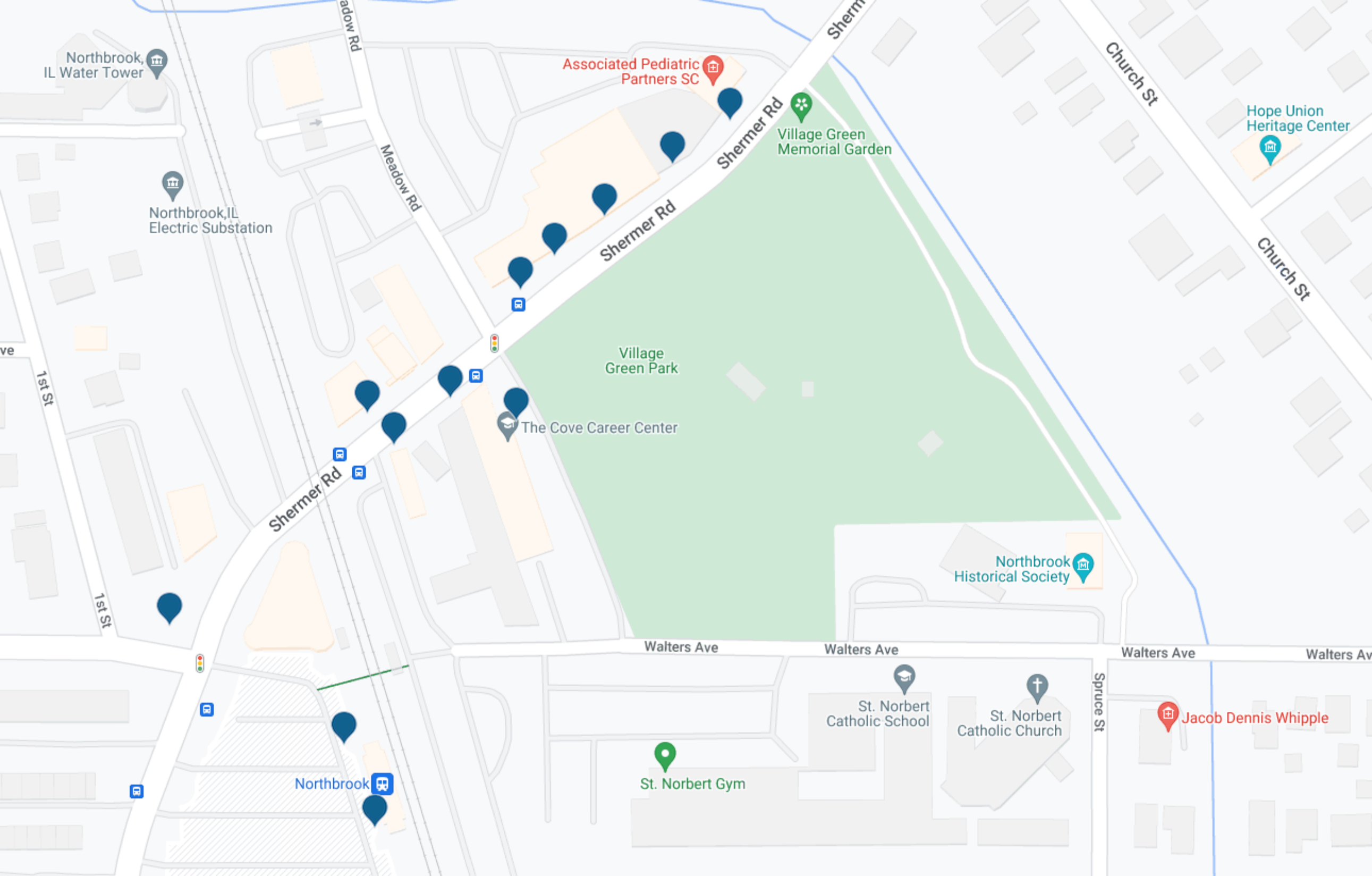
- Monday
- Thursday
- Friday
- Tuesday



Print Date: 10/18/2023

Notes

Disclaimer: The GIS Consortium and MGP Inc. are not liable for any use, misuse, modification or disclosure of any map provided under applicable law. This map is for general information purposes only. Although the information is believed to be generally accurate, errors may exist and the user should independently confirm for accuracy. The map does not constitute a regulatory determination and is not a base for engineering design. A Registered Land Surveyor should be consulted to determine precise location boundaries on the ground.



Northbrook, IL Water Tower

Northbrook, IL Electric Substation

Associated Pediatric Partners SC

Village Green Memorial Garden

Hope Union Heritage Center

Village Green Park

The Cove Career Center

Northbrook Historical Society

Jacob Dennis Whipple

Northbrook

St. Norbert Catholic School

St. Norbert Catholic Church

St. Norbert Gym